Codes of Conduct

# Warm Customer Welcome

# Hostesses and other front-of-house staff must greet each customer warmly, even if a customer asks for a table for one.

# Professional Interaction with Fellow Employees

# Employees must conduct themselves in a manner that won’t disrupt the operation of the restaurant. Employees are not allowed to be insubordinate to managers or other supervisors. These kinds of interactions can create an unpleasant atmosphere in the restaurant, even if they’re not witnessed by customers.

# Dealing with Customer Complaints

# When a customer complains, the employee should try to accommodate any reasonable customer request. Employees are urged to involve the Café Manager in every instance in which a customer complains.

# This notification allows the manager to step in, if necessary, to handle a problem. Additionally, manager can revisit procedures once the customer is gone to determine whether any aspects of service must be changed.

# High Kitchen Standards

# Chefs and kitchen assistants must conduct themselves in such a manner that both customer and employer are happy. The kitchen must be clean at all times and must adhere to all food safety standards, even during busy services.

# Restaurant Customer Service Guidelines

**Professional Attitude**

The entire staff needs to have a professional attitude with each customer from the moment that customer walks through the door. Establishing a pleasant dining experience is not just the job of the hostess and the waiter. The head chef should make the rounds at customer tables to make sure customers are satisfied and be prepared to handle customer complaints.

**Promptness**

Customers at a restaurant, unlike many other service businesses, are on a time table. They are hungry when they arrive, and the longer they are forced to wait to eat, the worse the experience gets for them. By the same token, when a restaurant customer is done, he/she wants to receive the bill in a timely manner. Customers should be seated as promptly as possible when they arrive, and their server should attend to their needs immediately. If there will be a delay in seating of more than five minutes, then let the customers know. Customers should not have to wait to be told about delays. Make sure the meal is prepared and served as quickly as possible, without skimping on quality, and present the bill as soon as the client indicates they are done with the meal.

 **Suggestions**

Making suggestions on menu items and the specials of the day serves several purposes. It informs customers of any specials that may appeal to them that may or may not be on the menu. It can also shorten the ordering time for customers, as they may rather order the special than read the menu. Menu suggestions also help get customers thinking about ordering items they may have not previously considered, and this can increase the amount of the final sale. Good recommendations can also generate higher tips and repeat customers.

**Dissatisfied Customers**

Restaurant personnel will, at some point, come into contact with dissatisfied customers for one reason or another. Some customers may not find the service prompt enough, while others may find the quality of food discouraging. Bring dissatisfied customers to the attention of management. If a dissatisfied customer cares enough to voice her concerns to the server, then the restaurant should care enough to address those concerns. Discuss the issues with the customer and apologize for her dining experience. Dissatisfied patrons can turn into repeat customers with a high level of service.

# Barrington Fitness leaders are expected to embody the following qualities:

## Commitment

Leaders serve as role models to the employees around them. Therefore, leaders must always strive to exemplify Barrington Café standards and values so that others will follow in their likeness.

## Diligence

Leaders must demonstrate the accurate and timely completion of their duties and tasks.

## Respectfulness

Leaders must keep in mind that each individual, employee or client, is different and that each one has their own needs and circumstances. Leaders must take these individualities into account when determining the most suitable course of action to take.